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| DATE | August 2023 |
| JOB CODE | |
| FLSA | NON-EXEMPT |
| EEO | |

JOB TITLE: Court Collector
 DEPARTMENT/DIVISION: Municipal Court
 REPORTS TO: Deputy Court Administrator

SUMMARY: Responsible for contacting defendants with outstanding warrants to collect outstanding fines/costs/fees and/or encourage defendant appearance/compliance. Acts as the liaison between the court and defendants with matters in outstanding warrant status. Work is performed under the direct supervision of the Deputy Court Administrator and under the general supervision of the Court Administrator.

POSITION JOB FUNCTIONS:

- Contacts defendants through various forms of communication, including telephone calls and mailing letters.
- Informs defendants of available options to resolve past due citations/outstanding warrants; arranges for collection of payment as needed.
- Ensure all customer information is correct, including phone numbers and addresses
- Utilizes various specialized public record and law enforcement databases to research contact information to better maintain and update court records.
- Generates supplementary notices, letters, or other correspondence as a result of contact attempts.
- Maintains records of contacts and attempted contacts with delinquent defendants as well as records of any payments collected from defendants.
- Submits regular reports reflecting total funds collected because of contacts/correspondence.
- Cross trains and rotates with other court staff members, as instructed.
- Performs other duties as assigned

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of telephone etiquette;
- Skilled in operating modern office equipment;
- Skilled in providing customer service;
- Skilled in handling irate customers;
- Skilled in handling frequent interruptions;
- Skilled in performing basic mathematical calculations;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year related experience in area of assignment such as inbound call center, cash handling, or customer service.

PREFERENCES:

- One year collections experience.
- Bilingual in Spanish and English.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 40 25 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.